



MEMORANDUM

Phone: 425-452-2824
Date: February 20, 2008
To: Bellevue Transportation Commission
From: Alex O'Reilly, Human Services Planner
Subject: 2007-2008 Bellevue Human Services Needs Update

For your information, at your next Commission meeting on February 28th, I will present a few key highlights from the newly released *2007-2008 Bellevue Human Services Needs Update*, a biennial report summarizing human service trends and issues affecting Bellevue residents, that relate to transportation. The purpose of the *Update* is to provide guidance for planning, priority setting and funding activities conducted by the city over the next two years. Data for this report was obtained from a wide variety of sources, including a citywide phone survey, as well surveys completed by providers, consumers, and city employees. Findings from published and unpublished reports and studies were also used to provide regional, countywide and statewide perspectives.

I will also briefly update the Commission on the progress of the *Eastside Easy Rider Collaborative*, a partnership of non-profit and public entities seeking to improve access to health and human services for transportation-disadvantaged groups, such as older adults and people with disabilities, living in East King County.

Please do not hesitate to contact me at the above phone number or via email aoreilly@bellevuewa.gov if you have any questions prior to the meeting. The full report is available on the city's web site at http://bellevuewa.gov/humanservices_needs_update.htm

Human Services

Needs Update

OVERVIEW

2007-2008



City of Bellevue
Parks & Community Services Department
www.bellevuewa.gov

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Understanding Our Neighbors' Needs

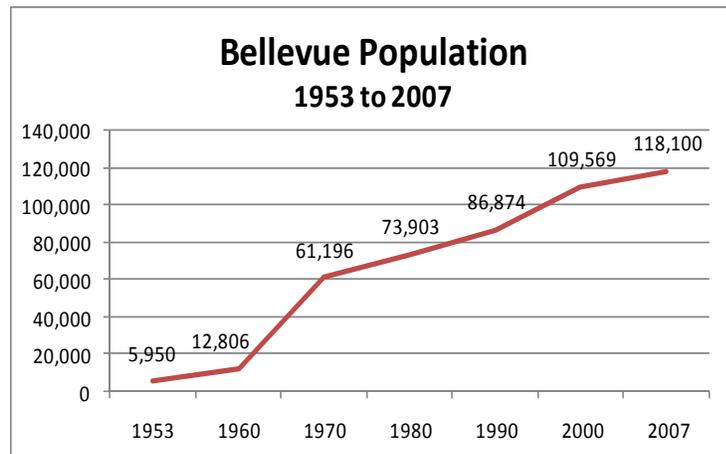
Every two years, the City of Bellevue publishes a *Needs Update* documenting the human services needs of people in our community. Understanding what people need, and how those needs are changing over time, is a key part of a deeply-held, citywide commitment to the most vulnerable of our neighbors.

We begin by convening community conversations through a variety of surveys and small group discussions, then analyze data using information from the U.S. Census, King County, and other local and national public and non-profit agencies. The result is a rich picture of our community that allows us to understand what is happening and then take action.

Community Profile

As our data review shows, Bellevue is changing.

- **The city is growing quickly**, with an increase of more than 8,500 people since 2000. Infrastructure and services must keep pace.



- **The population is growing older.** In 2006, 13.9% of Bellevue residents were 65 or older. Bellevue has experienced the largest increase of older adults in the region.
- **The population is growing more diverse**, with minorities making up 29.4% of residents in 2006. Bellevue is more racially diverse than the county overall and has the second-highest percentage of foreign-born residents in the county.
- **More people are living in poverty.** Bellevue's median income is higher than King County's, but more than 1,300 additional City residents are living in poverty since 1990.

Key Issues for 2007-2008

Six issues came up repeatedly in our research and in our conversations in the community. These key issues affect people of all ages and all walks of life, from very young children to older adults:

Affordable Housing

Healthcare

Support for Older Adults

Support for Immigrants and Refugees

Support for Veterans

Emergency Preparedness for those who are Vulnerable

This Overview presents a summary of each of these six key issues—current conditions and trends, unmet needs, implications for action, and our response as a community.

Other areas that need our attention, such as domestic violence and services for children and youth, are equally important. Information about all these issues and regular updates can be found in the full *Needs Update*:

www.bellevuewa.gov/humanservices_needs_update.htm



Key Issues for 2007-2008

Affordable Housing

Although home prices fell nationally during 2007, prices in Bellevue are still high enough that affordable housing remains an issue for 70% of residents.

- The median price for homes and condos in June 2007 was \$572,500, significantly more than the median-income family could afford.
- Average rents have increased, as the table shows, and fewer incentives—such as free parking—were available in 2007 than in 2005.
- Between April 2004 and April 2007, 4,192 apartments were lost to conversion, demolition, or other removal. Condominium conversion can result in affordable homeownership opportunities, but does reduce the supply of rental housing.
- Nearly 40% of Bellevue renters and 25% of homeowners pay more than 30% of their income for housing.

- Housing in Bellevue is expensive, and many low wage jobs don't pay enough to cover rent. A single parent with two children would need to earn about \$25/hour to afford to live here.
- The annual One Night Count of the Homeless has increased: 128 people were without shelter on the Eastside in 2007 and 153 in 2008. A study by the Eastside Homelessness Advisory Committee recommends creating 1,800 units of housing for those who have been homeless.

What we're doing: Bellevue participates in A Regional Coalition for Housing (ARCH) Housing Trust Fund. ARCH helped fund 110 units of affordable housing in 2006. Bellevue has funded 82 shelter beds and 132 transitional housing beds for those who have been homeless.

Average Rents				
	One Bedroom		Two Bedroom	
	Apr 2005	Apr 2007	Apr 2005	Apr 2007
Bellevue	\$805	\$971	\$923	\$1,086
King Cty	\$745	\$842	\$804	\$890

Healthcare

Healthcare has been a key national concern for the last 15 years, and Bellevue is no exception: 52% of Bellevue residents believe affordable medical insurance is an important issue for our community.

- Nine percent of East King County adults lacked health insurance in 2004, nearly double the amount in 2001.



- 8.4% of Bellevue residents reported that they did not see a doctor last year due to the cost.
- Half of those who responded to our community survey reported not being able to pay for dental care. This is a growing problem for older adults.
- Over 29,000 Bellevue residents struggle with mental illness each year, yet 24% of the 1,033 people who called the Crisis Line in 2006 with a mental disorder were not receiving treatment.
- Bellevue's recent influx of immigrants means that many people need interpreters, translated information, and culturally relevant healthcare.

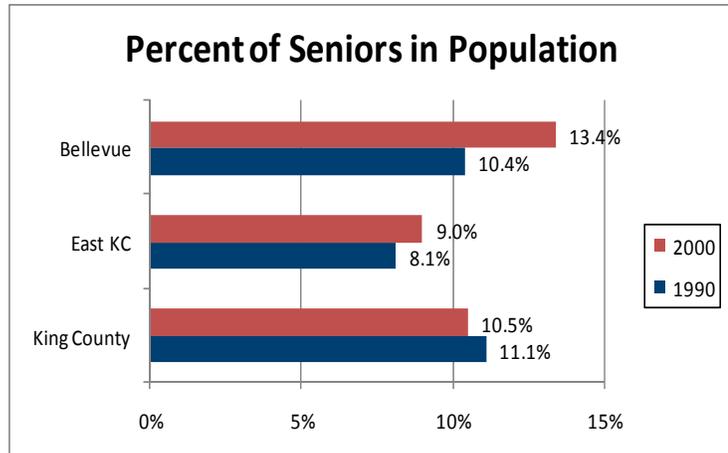
What we're doing: Bellevue provides funding for non-profit healthcare and mental health agencies. Eastside Community Health Center of King County served 900 Bellevue residents during 2007 (through August). In 2006, the Public Health Eastgate Clinic served 6,409 Bellevue residents.

Older Adults

The percentage of residents 65 and over has increased more in Bellevue than elsewhere in the county: from 10.4% in 1990 to 13.4% in 2000 and 13.9% in 2006.

Older adults may need additional services and assistance.

- Those 75 years and older have been the fastest growing group in the city, at a rate four times as fast as the general population. These “oldest” older adults are more likely to be disabled and need extra medical care.
- Bellevue’s increasing diversity is present among our older adult population as well, with many new immigrants from Eastern Europe and East India who often need translation and interpretation.
- In 2000, 6.3% of older adults were living below the poverty line.



- Catholic Community Services reports a 9% increase in requests for chore services and a 40% increase in requests for transportation. Half the people who request help are turned away.

What we’re doing: We’re working with the Bellevue Network on Aging and Seattle/King County Aging and Disability Services to help older adults and support caregivers.

Immigrants & Refugees

The number of foreign-born Bellevue residents has doubled, from 13.3% in 1990 to 24.5% in 2000.

- The Asian community in Bellevue is now proportionally larger than in any other community in the state, including Seattle.
- Bellevue’s Hispanic/Latino community is larger as a proportion of all residents than that of Kirkland, Redmond or Issaquah and equal to that of Seattle.
- According to the 2000 Census, approximately 27% of Bellevue residents speak a language other than English. Students in Bellevue schools speak 71 languages and dialects. Top languages are Chinese, Spanish, Russian, Korean, Japanese, Vietnamese and Romanian.
- Immigrants and refugees may need help with translation, culturally appropriate nutrition, and navigating daily tasks.

- Requests for English-as-a-Second-Language classes are increasing significantly.

What we’re doing: Bellevue has supported the East-side Refugee & Immigrant Coalition’s Cultural Navigator program for new residents. We’ve also sponsored parenting groups and other services in multiple languages. Our “Wrap Around Services Program” at Lake Hills Elementary School focuses on families whose first language is not English.



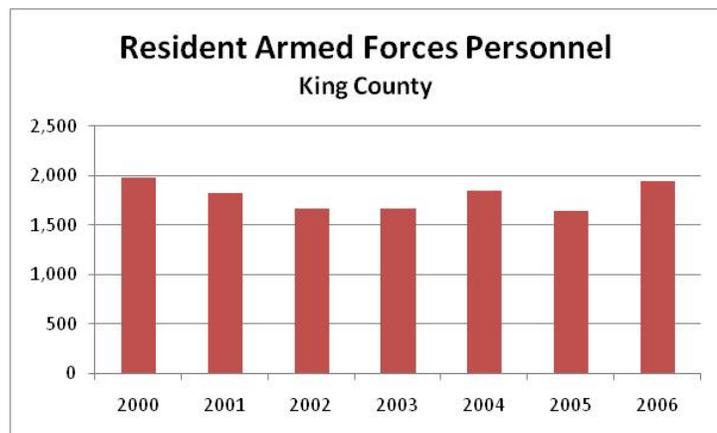
Veterans

In 2000, there were 24.5 million veterans in the U.S., with 670,000 in Washington State, making our state fifth in the nation in the percentage of veterans.

- In Bellevue, 10,389 people, or 12%, identified themselves as veterans in 2000.
- In 2006, there were 1,950 current Armed Forces members living in King County. Actual numbers for Bellevue are not available, but may increase as members of the Armed Forces return from the wars in Iraq and Afghanistan.
- Of people seeking homeless services in King County during the first half of 2007, 19% identified themselves as veterans. This number is nearly double the proportion of veterans in the overall county population, meaning that veterans in King County are more at risk for homelessness. Veterans are also at risk

for post-traumatic stress syndrome and other service-related injuries.

What we're doing: In 2005, King County voters passed a Veterans & Human Services Levy, which makes \$13.5 million available each year (\$6.5 million each for veterans and human services). Local human services providers may be serving veterans in this community, but accurate information to document the need is not available.



Emergency Preparedness

The December 2006 windstorm was a good test of Bellevue's emergency management program. Since then, we have focused on meeting the needs of "vulnerable populations" during a disaster. These vulnerable populations include older adults, limited English-speaking residents, disabled persons, and others who need additional assistance.

- During the December 2006 storm, an estimated 90% of Bellevue residents lost power, many for up to a week.
- In cooperation with the American Red Cross, the City of Bellevue sheltered 200 citizens for a week and provided more than 1,355 meals.
- Despite extensive outreach, many non-English speaking residents were difficult to reach with critical information and

many were confused about what to do.

- During long-lasting power outages, nursing homes may need assistance if they run out of emergency power.
- Staffing shelters was a challenge and would become an issue during an extended incident.

What we're doing: Bellevue has been part of the Urban Area Security Initiative (UASI) Vulnerable Population Planning effort with Seattle and King, Pierce, and Snohomish counties.

We have also been working with Seattle/King County Aging and Disability Services and United Way of King County to develop plans to serve vulnerable populations during an emergency.



Other Areas of Need

The six issues summarized in this Overview represent the biggest concerns for Bellevue residents. But other needs came up in our community conversations and research. These areas of need and our research are discussed in the *Needs Update*:

- **Early learning opportunities.** Research is clear that high-quality early learning opportunities help children succeed in school. Unfortunately, Bellevue's HeadStart preschool program serves only 18% of the eligible low income children.
- **Mental health services for children and youth.** Organizations that provide counseling and treatment for children and youth are seeing more clients than ever before. Yet 2/3 of youth depression goes untreated, and often leads to substance abuse, dropping out of school, or other problems.
- **Emergency shelters and transitional housing for young adults.** Young people who are homeless need help learning to live on their own, yet local shelters must turn away one young adult for every three they can help. Adults with disabilities also need housing and transportation help.
- **Low-cost legal services.** Victims of domestic violence and sexual assault, and recent immigrants and refugees, need dependable, affordable legal assistance.

Next Steps

Our *Needs Update* won't just sit on the shelf. Instead, it will help us plan the best uses for City resources.

- **Human Services Commission.** Bellevue's Human Services Commission will consider the issues identified in the *Needs Update* as it prepares for our next funding cycle. Our investments must effectively meet real needs.
- **Regional Efforts.** Human services needs reach beyond our city boundaries. We work closely with other governments and non-profit, community, and faith-based organizations around the region to set legislative priorities, recommend funding from the Veterans & Human Services Levy, develop affordable housing, and work to end homelessness.
- **Community Presentations.** The Needs Update is based on conversations in the community, and our work continues as we share it through community presentations. Please contact Alex O'Reilly at 425-452-2824 for more information.



What's Working

Our investments are making a real difference in the lives of our neighbors in Bellevue, thanks to the hard work of our partner agencies and good decisions on the city's part directing our funds to important needs. Here are just a few examples of recent successes:

- 2,840 Eastside residents received emergency financial assistance to stay in their housing during a crisis. This assistance helped keep them safe and avoid homelessness.
- The Children's Response Center helped 74 children with counseling. These children and their families had no insurance and no other way to obtain the help they needed.
- 148 immigrants and refugees in Jewish Family Service English-as-a-Second-Language classes improved their writing scores and became more comfortable navigating life in English.



Human Services Agencies Funded in 2007 by the City of Bellevue

The City of Bellevue does not provide human services directly.
Instead, we partner with community-based organizations
that help us serve our neighbors in need:

A Regional Coalition for Housing
Asian Counseling & Referral Service
Assistance League of the Eastside
AtWork!
Bellevue Boys & Girls Club
Bellevue Community College
Bellevue School District
Catholic Community Services
Child Care Resources
Chinese Information & Service Center
Community Health Centers of King County
Consejo Counseling and Referral Service
Crisis Clinic
Eastside Baby Corner
Eastside Domestic Violence Program
Eastside Interfaith Social Concerns Council
Eastside Legal Assistance Program
Elder and Adult Day Services
Friends of Youth
Harborview—Children's Response Center
Healthy Start Consortium
Hopelink
Jewish Family Service
Kindering Center
King County Housing Authority
King County Sexual Assault Resource Center
National Alliance for the Mentally Ill—Eastside
Salvation Army
Solid Ground
Sound Mental Health
Senior Services
Therapeutic Health Services
YWCA
Youth Eastside Services

For more information about other human services programs,
call the Community Information Line: 2-1-1.

www.bellevuewa.gov



Executive Summary

The Eastside Easy Rider Collaborative

Healthy, vibrant communities invest in infrastructure and services that allow people of all ages and abilities to live with as much independence and choice as possible. New programs - and investments - are needed to help transit services keep pace with the increasing mobility needs of all transportation- disadvantaged people, including older adults, people with disabilities, youth and low-income people. The planning for such infrastructure requires a coordinated effort from a number of disciplines including transportation and health and human services

In winter, 2005, representatives from these disciplines came together in Bellevue, Washington to discuss how they could begin to work on a project that would increase access to health and human services for one of these groups – older adults living in Bellevue. While the focus for the first project was on assisting Bellevue residents, as the project advanced, it was clear that a “bigger picture” approach was critical, and that a sub-regional plan would be more effective. Thus, the vision was expanded and a collaboration named the “Eastside Easy Rider Collaborative” was organized to identify a creative and cost effective way to assist older adults living on the Eastside experience a better quality of life through increasing their mobility.

Partners in the Eastside Easy Rider Collaborative currently include:

- City of Bellevue: Transportation Department, Parks and Community Services Department, and Human Services Division
- Bellevue Network on Aging
- City of Seattle Aging and Disability Services
- Hopelink
- King County Metro
- Sound Transit
- United Way of King County East Community Council

Secondary Data Supporting the Eastside Easy Rider Initiative - Focused Initially in Bellevue

According to demographic data compiled by Seattle/King County Aging and Disability Services from the U.S. 2000 Census, there are 56,420 seniors in East King County; 20,042 are age 75 and older. According to the 2000 Census, the percentage of Bellevue residents who are 65 and over increased from 10.4% in 1990 to 13.4% in 2000. Those 75 years of age and older were the fastest growing age group in Bellevue, at a rate more than four times as fast as the general population in the city.

Bellevue Fire Department Emergency Medical Services (EMS) staff and firefighters report seeing more elderly citizens that are living independently without support systems to assist them. They are also seeing a growing immigrant population that has no close relatives to assist them when they need support. Firefighters and Medical Personnel are

increasingly being asked to assist with more social services issues when they go out on 911 calls.

People of color will make up an increasing proportion of the older adult population as Americans reach retirement age. This trend is expected to continue in the foreseeable future. In King County in 1990, persons of color represented less than 10% of the county's 60+ population but this increased to 15% in 2000 and is expected to reach 33% by 2050.¹

In Bellevue in 2000, there were 1,047 Asian and Native Hawaiian and other Pacific Island people age 65 and over. This is the next largest racial group represented after Caucasian. Chinese Information and Service Center (CISC), which sponsors groups for Chinese elders in Bellevue and Kirkland, reports that most of their clients are new immigrants and residents with an increasing number of Chinese who are U.S. citizens. The participants report needing more information about resources in their language in addition to continued opportunities to connect with other seniors like themselves as well as those from the mainstream culture. Another still-growing ethnic group that is included in the Caucasian numbers are refugees and immigrants from the former Soviet Union and Eastern Europe, such as Romania and Bulgaria. Members of these ethnic minorities report similar needs for support and information about services in their native languages.

If we were to take the bus to the various theater and museum events, we normally attend in the evening, there would not be adequate bus transportation to come home after 10 pm.

Survey Respondent

The Seattle/King County Aging and

Disability Services 2004-2007 Area Plan on Aging points out that linking older adults with "goods, services and activities in the community will become a greater challenge" as people stop driving due to age and/or disability. Sections of rural and urban King County have limited transit options other than using cars for many residents, especially seniors.

Data from the 2000 Census revealed that households headed by a senior in Bellevue are less likely to have a vehicle than are households overall. Thirteen percent of people 65 and older stated they did not have a vehicle, compared to 6% of the rest of the population. This potentially could have an impact on the number of seniors who need other forms of transportation in order to meet their basic needs such as doctor visits and shopping, and for recreation.

Some people with disabilities, including seniors, are eligible to use the King County Metro paratransit ACCESS van to get to appointments and activities, but rising costs over the past four years has caused the program to tighten eligibility requirements, leaving some without services. This has put pressure on other organizations using volunteers to transport seniors.

Primary Data Supporting the Eastside Easy Rider Initiative

As the Collaborative began its planning process, it was clear that it lacked data about the transportation needs of older adults living in Bellevue and their transit preferences and

habits. To meet this need, the Collaborative developed a mail-in survey, supported by a grant from the United Way East Community Council and in-kind assistance from Sound Transit, the City of Bellevue, City of Seattle Aging and Disability Services, Hopelink, and Metro. The overall objective of this survey was to measure opinions about transportation needs and quantify usage of different modes of transportation (e.g. car, bus, taxi).

The survey was mailed on June 16, 2006 to a sample of 5232 Bellevue households. The sample was selected by taking a percentage of households by Bellevue zip codes from 10,000 purchased mailing labels of households in which at least one person 60 or older resided. Approximately 1700 households responded to the survey, representing 2,499 individuals.

Following are key findings from the survey:

- Over ninety percent of respondents use a personal automobile as their primary way to travel.
- Almost 40% of respondents indicated that they do not use Metro or Sound Transit bus service because there is no service in their neighborhood. Almost a third cited poor connections/transfers as the reason for their infrequent use of bus service. The next most frequently mentioned reason was the limited hours.
- Over a quarter of respondents answered that they had trouble getting to medical/dental appointments. The next most frequently-identified problem noted by respondents was difficulty they encounter in accessing social and recreational activities.

Strategies and Projects in Process

Based on the secondary and primary (survey) data that it examined and a review of “best practices” literature documenting promising approaches for increasing mobility, the Easy Rider Collaborative developed three proposals to help address the transportation access needs of older adults in Bellevue.

These proposals were submitted during a request for proposal process overseen by the King County Coordinated Public Transit-Human Services Transportation Plan Steering Committee and the Puget Sound Regional Council in Fall, 2006. Proposals accepted during this process will be included in the King County Plan, approved at the end of December 2006, and will be potentially eligible for federal and state funding in 2007.

The three Eastside Collaborative proposals included:

- (1) A Bellevue Easy Rider Bus Buddy Program - which focuses on training and matching volunteers (“bus buddies”) with older adults and people with disabilities to help them learn how to use and become more comfortable using fixed route bus service;
- (2) An “Explore Your Transportation Options” Informational Brochure - which focuses on designing and publishing a brochure that easily explains and promotes transportation options available to older adults; and
- (3) A “Dial-A-Ride” Project - which focuses on providing dial-a-ride service to older adult residents in large segments of East Bellevue that lack fixed route bus service,

to better connect these older adults to fixed bus lines and residents' desired destinations.

To date, the Eastside Easy Rider Collaborative has documented transportation mobility issues and needs faced by older adults in Bellevue, inventoried existing transportation resources for older adults in Bellevue, looked across the country to identify promising approaches to increase mobility among older adults – and developed three project options that integrate information about transportation needs, existing resources, and best practices.

The Eastside Easy Rider Collaborative will:

- Continue to seek funding for the three Bellevue proposals already submitted to the Puget Sound Regional Council, the King County Special Needs Transportation Steering Committee, and Sound Transit;
- Continue to broaden collaborations with other Eastside cities and non-profit organizations to replicate, as appropriate, successful projects to other Eastside communities; and
- Continue to stay involved in the planning and coordination efforts going in King County and the Puget Sound Region.

Section 1: Project Overview

Why the Eastside Easy Rider Collaborative?

Healthy, vibrant communities invest in infrastructure and services that allow people of all ages and abilities to live with as much independence and choice as possible. New programs - and investments - are needed to help transit services keep pace with the increasing mobility needs of all transportation disadvantaged people, including older adults, people with disabilities, youth and low-income people. The planning for such infrastructure requires a coordinated effort among people from a number of sectors including transportation, health and human services, United Way and public transit entities as well as community members. In winter, 2005, representatives from these came together in Bellevue to discuss how they could begin to work on a project that would increase access to health and human services for one of these groups, older adults living in Bellevue. While the focus for the first project was on assisting Bellevue residents, as the project advanced, it was clear that a "bigger picture" approach was critical, and that a subregional plan would be more effective. Thus, the vision was expanded and the initiative named the "Eastside Easy Rider Collaborative", a creative and cost effective way to assist older adults living on the Eastside experience a better quality of life through increasing their mobility. For clarity, the Collaborative agreed that individual projects would bear the name of the city in which the target audience resides, e.g. Bellevue Easy Rider Initiative. In the near future, the Collaborative will seeking additional partners who may want to replicate Bellevue projects in other Eastside communities.

Who are the Eastside Easy Rider Collaborative Partners?

Partners currently include:

- City of Bellevue: Transportation Department, Parks and Community Services Department, and Human Services Division
- Bellevue Network on Aging
- City of Seattle Aging and Disability Services
- Hopelink
- King County Metro
- Sound Transit
- United Way of King County East Community Council

How is the Collaborative Linked to Other Transportation Coordination Efforts in the Puget Sound Region?

Coinciding with the Eastside Easy Rider initiative, in 2005 a major effort to develop a five year plan to improve regional travel for people with special needs was undertaken by Sound Transit. This plan, "United We Ride in Puget Sound" , includes Pierce, Snohomish and King County issues and recommendations . Several members of the Easy Rider Collaborative participated in the development of this plan.

In summer 2006, Puget Sound Regional Council (PSRC) took the lead in overseeing the development of the 2007 King County Coordinated Public Transit-Human Services Transportation Plan, which was completed in December 2006. A Steering Committee composed of

24 members representing a wide range of interests, including King County subregions and transportation disadvantaged groups, was created after approval by the Leadership Team which includes King County Executive Ron Sims, PSRC Executive Director Bob Drewel, Sound Transit Director Joni Earl, and United Way President and CEO Jon Fine. The importance of this project is that it will ensure that locally sponsored projects are eligible to receive state and federal funds that support special needs transportation. Several members of the Easy Rider Collaborative are members of the King County Steering Committee which thus provides a strong Eastside presence and voice for the unique needs of Eastside residents.

Data Supporting the Need for the Bellevue Easy Rider Initiative

The need for alternative transportation opportunities in the City of Bellevue has become increasingly apparent:

- According to the 2000 Census, the percentage of Bellevue residents who are 65 and over increased from 10.4% in 1990 to 13.4% in 2000. Compared to the state, the county, other Eastside cities, and the nation as a whole, Bellevue had the highest increase in the percentage of people over age 65. Those 75 years of age and older were the fastest growing age group in Bellevue, at a rate more than four times as fast as the general population in the city.
- Appropriate and accessible transportation can help people maintain their independence as they age and can allow people to age in their own communities.
- City of Bellevue residents report that their transportation options are limited by infrequent King County Metro service, few amenities at bus stops, and geography that can make it difficult to access existing transportation options;
- Many residents are not familiar with the transportation options that are available.

I am readying the stage where I will not be able to drive. Need help on/off bus. Limited local connections. Shelter at bus stops?! Connections to Seattle and directions needed.

Survey Respondent

The population of older Americans is growing both in number and as a percentage of the total population. Recent studies show that more than 20 percent of Americans age 65 and older do not drive, and many lack transportation options. As Baby Boomers age, this demographic shift represents both a challenge and an opportunity for public transportation systems. We have a responsibility to explore new ways to meet the mobility needs of this growing market.

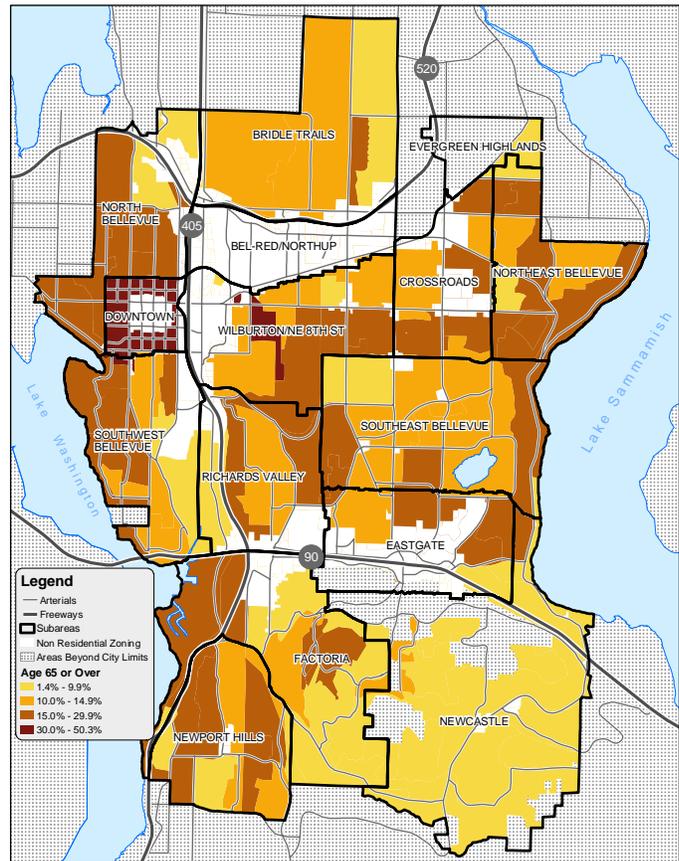
The first and perhaps most important aspect of the Bellevue Easy Rider initiative is to select a project that is a good fit for Bellevue. To ensure success, the City undertook a review of current demographics and trends, described below.

Section 2: Bellevue Demographic Information

The Bellevue Easy Rider initiative is in response to the growing needs of older Bellevue residents who lack transportation options. The goal is to make public transportation a

more accessible, viable, safe and user-friendly option for older Bellevue residents. The aging of the population will continue to play a critical role in the type of services and supports needed by seniors, not only in Bellevue, but throughout the county and the Puget Sound region. What would an “elder friendly” community look like? The answer to that question is as diverse as seniors themselves. The City of Bellevue Older Adults Program’s mission statement captures some of the core elements: “To support activities and services that enhance the quality of life for our older citizens. We encourage ideas and activities that support life-long learning, independence, health and a sense of self worth.”

- The U.S. Bureau of the Census predicts that by 2030 the population over age 65 will nearly triple to more than 70 million people, and older persons will make up more than 20 percent of the population (up from 12.3 percent in 1990).²



- According to demographic data compiled by Seattle/King County Aging and Disability Services from the U.S. 2000 Census, there are 56,420 seniors in East King County; 20,042 are age 75 and older.³ According to the 2000 Census, the percentage of Bellevue residents who are 65 and over increased from 10.4% in 1990 to 13.4% in 2000. Compared to the state, the county, other Eastside cities, and the nation as a whole, Bellevue had the highest increase in the percentage of people over age 65. Those 75 years of age and older were the fastest growing age group in Bellevue, at a rate more than four times as fast as the general population in the city.⁴
- Another segment of Bellevue residents, the “baby boomers” (who were born between 1946 and 1964), is also on the rise. In both 1990 and 2000, persons in the 45-54 age group made up a higher percentage of the population in Bellevue than in the nation.⁵ The first “boomers” turn 62 and are eligible to tap into Social Security in 2008.

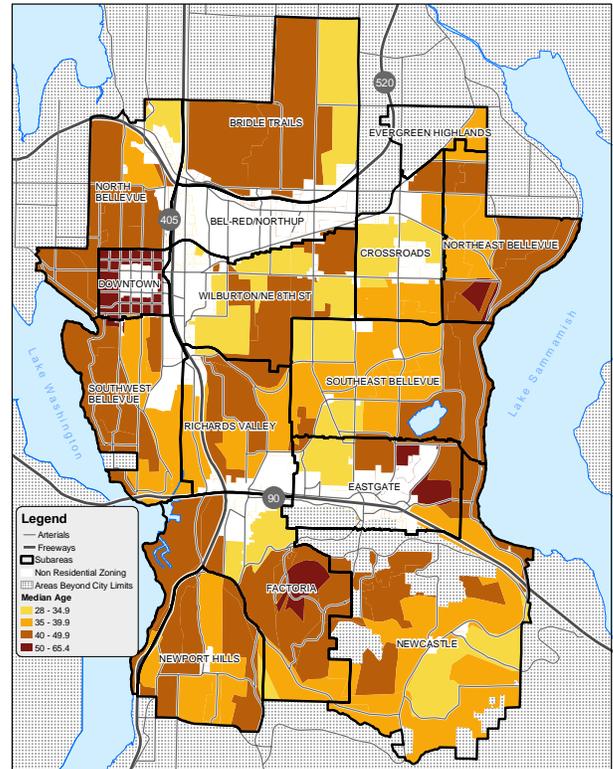
Service Trends

Need for Long-Term Care

- In Bellevue, state-licensed assisted living facilities have grown in number over the past two years. According to the Washington State Department of Social and Health Services, there are currently 110 adult family homes with 623 beds (compared to 95

homes with 528 beds in 2003), nine boarding homes with 481 beds (compared to eight with 411 beds in 2003), and two nursing facilities with 183 beds (compared to one facility with 129 beds in 2003) licensed by the State. These facilities are critical for frail elderly and disabled adults to remain in the community when living at home alone or with relatives is no longer an option. As the number of “older elderly” residents (those 75+) continues to grow, these housing options will be in more demand.⁶

- Elder and Adult Day Services (EADS), which provides adult day services for frail elderly in Bellevue and at other sites in the Puget Sound area, continues to report a steady increase in their average daily attendance. Between April 2001 and April 2004, they had a 22% increase in attendance. The other trend reported is that a larger percentage (70%) of their clients are very low-income and low-income. Reimbursement from Medicaid is insufficient to meet the full cost of care per day.⁷



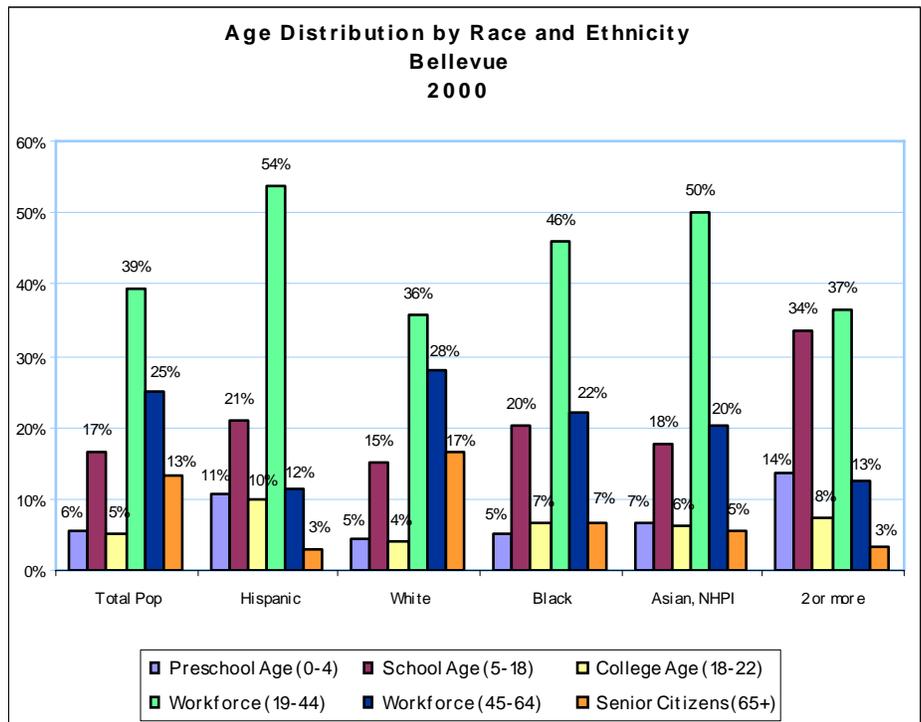
- Catholic Community Services' Volunteer Chore Services Program reports that there has been an increase in the demand for volunteer chore services for Bellevue seniors. These seniors do not qualify for State assistance for these services yet still need them to live independently in their own homes. More family members are requesting help such as transportation, meals, companionship and home chores for aging parents. As of May 2005, there were 20 people on a waiting list for Volunteer Chore Services.⁸
- Bellevue Fire Department Emergency Medical Services (EMS) staff and firefighters report seeing more elderly citizens that are living independently without support systems to assist them. They are also seeing a growing immigrant population that has no close relatives to assist them when they need support. Firefighters and Medical Personnel are increasingly being asked to assist with more social services issues when they go out on 911 calls.⁹

Increased Racial and Ethnic Diversity

- People of color will make up an increasing proportion of the older adult population as Americans reach retirement age. This trend is expected to continue in the foreseeable future. In King County in 1990, persons of color represented less than 10% of the county's 60+ population but this increased to 15% in 2000 and is expected to reach 33% by 2050.¹⁰ According to the 2000 Census, the number of Asians 65 and older increased by 9% in King County, from 13,289 in 1990 to 14,464 in 2000. The percent of elderly Asians living outside of Seattle also increased from 30% in 1990 to 45% in 2000. Most

services for Asian seniors are based in Seattle's International District, which poses transportation problems for those seniors and their families.¹¹ In East King County, 6% of the seniors age 60 or older have Asian ancestry; about 1% have Hispanic/Latino background.¹²

- The 2000 Census reveals that age composition in Bellevue is different for different racial and ethnic groups.



Hispanic, African American, and Asian residents are more likely to be in their 20s through 40s than the population as a whole. The percentage of people 65+ in each racial group is relatively small, except for Caucasians, who at 17% represent the largest percentage of seniors. However, though small in number, the effects of a diverse senior population are beginning to have an impact on service needs and delivery.¹³

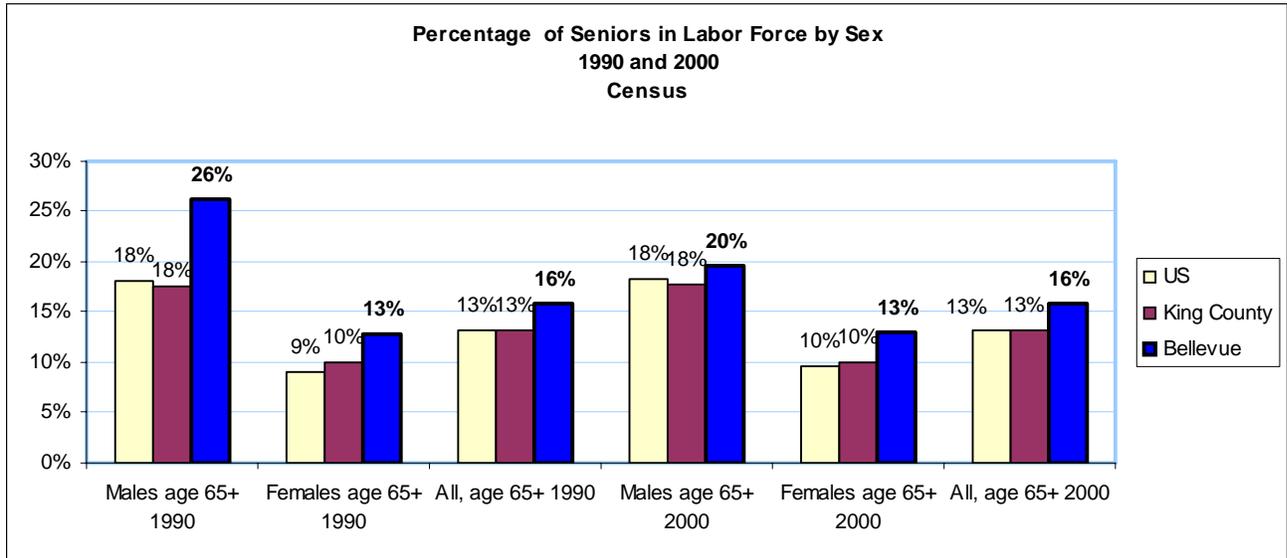
- In Bellevue in 2000, there were 1,047 Asian and Native Hawaiian and other Pacific Island people age 65 and over. This is the next largest racial group represented after Caucasian.¹⁴ Chinese Information and Service Center (CISC), which sponsors groups for Chinese elders in Bellevue and Kirkland, reports that most of their clients are new immigrants and residents with an increasing number of Chinese who are U.S. citizens. The participants report needing more information about resources in their language in addition to continued opportunities to connect with other seniors like themselves as well as those from the mainstream culture.¹⁵ Another still growing ethnic group that is included in the Caucasian numbers are refugees and immigrants from the former Soviet Union and Eastern Europe, such as Romania and Bulgaria. Members of these ethnic minorities report similar needs for support and information about services in their native languages.¹⁶

Retirement Income for Seniors

- Research studies suggest that only 48% of older households headed by people age 47 to 64 will be able to replace 75% or more of their pre-retirement income when they retire. This compares to today's retirees, 60% of whom are able to replace the same amount of income. The reason: many of the 47-64 year old age group, the "boomers," will not be able to depend on a traditional, defined pension. Fewer than half of the boomers have such a pension plan compared to 20 years ago, when about two-thirds of

the workforce had defined plans. Many who had retirement savings tied up in the stock market took heavy losses in the mid-1990s and may not recover those funds in time to use them for their retirement.¹⁷

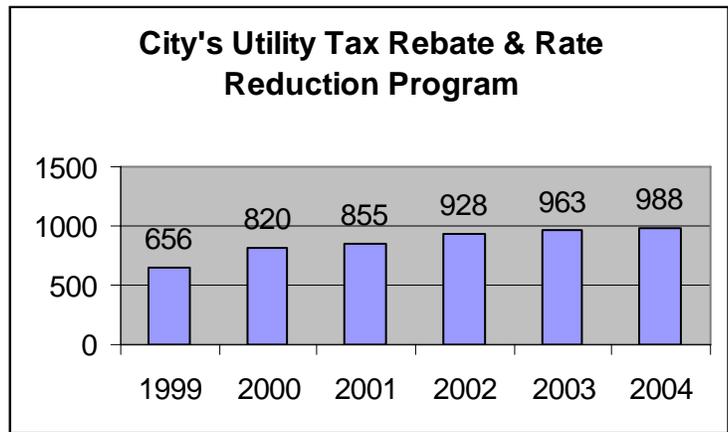
- The U.S. Bureau of Labor Statistics reported that in 2004 there were more people 55 and older in the work force than any time since the Bureau began reporting such data in 1948. It also projects that between 2002 and 2012, the annual growth rate of this age group will be 4.1%, or four times the rate for the overall labor force. These statis-



tics don't reveal why people are working longer, but experts speculate that it is a combination of good health and loss of retirement savings in the stock market or due to low interest rates on their investments.¹⁸ In Bellevue, in 2000 the percentage of senior men in the work force decreased compared to 1990, but senior women and all ages remained the same. Compared to King County and the rest of the nation, Bellevue has a slightly higher percentage of seniors in the work force.¹⁹

- Some economists predict that many boomers will have a tough time meeting basic living expenses, as well as the cost of nursing homes or home health care expenses with limited income. Most at risk are single women in the lowest income group.²⁰ According to 2000 Census data, 6.3% of seniors in Bellevue age 65+ have incomes below the federal poverty level. This compares to 5.7% of Bellevue residents overall. This percentage jumps to 13.0% for non-married older seniors, 75+ years old. Although this percentage is relatively low compared to the U.S. (10%) and King County (7.4%), it still impacts a very vulnerable population and increases the need for human services for this group.²¹
- One indicator of low-income status is eligibility for the City's Utility Tax Rebate and Rate Reduction Program. The number who are enrolled in this Program increases each year.²²
- After a large increase in the number of Bellevue residents over age 55 using the Hopelink food bank between 2000 and 2002, numbers leveled off in 2003 and 2004 to

385 and 376 people, respectively. About 12% of individuals served by food banks are over age 55. The average number of visits decreased by 25% in 2004. Due to budget cuts, Hopelink started providing food twice a month instead of every week. Another trend identified by staff is that about three-quarters of their senior clients have limited English proficiency. The vast majority of them are from Eastern Europe and speak Russian, with about 10% from a variety of other countries, such as Mexico, South America, Vietnam, and Iran.²³



- The Congregate Meal Program provided by Senior Services of Seattle/King County provides hot lunches at the North Bellevue Community/ Senior Center. Staff report that of those seniors who disclose their income, about 20%, between 92 and 95% qualify as very low-income or low-income.²⁴

Health

- Studies show that preventive measures such as increasing physical activity, improving nutrition, reducing alcohol consumption and utilizing health screenings and immunizations can help to manage chronic conditions and reduce disabilities as people age.²⁵

Programs offered through City of Bellevue community centers, as well as at Overlake Hospital Medical Center and Evergreen Hospital

I wish the bus service to Overlake Hospital from the Eastside Park and Ride was all day. There need to be more services to downtown throughout the day, also to Swedish and Virginia Mason. I would much rather take the bus than drive my car.
Survey Respondent

Medical Center all target such health promotion approaches for older adults in light of this new data. For example, the City of Bellevue co-sponsors a Mall Walking program with Overlake Hospital Senior Care at Bellevue Square to encourage healthy exercise. The City of Bellevue offers a wide range of physical activity classes, nutrition, health screenings, and health workshops for older adults provided through a collaboration among community agencies and health care providers.²⁶

- Although the average life span is increasing (in 2001, in King County it was 79.9 years for men and 82.1 years for women, higher than the national average), many older adults' quality of life is affected by disability or activity limitations. Of older adults in King County age 65 to 74, 23% had activity limitations.²⁷ In Bellevue, 34% reported disabilities.²⁸
- Lack of Medicare coverage for dental care causes some seniors to postpone routine care until problems become more painful and, usually, more costly. In Washington,

about 38% of low-income elders age 67-74 experience severe gum disease.²⁹ Although there are three agencies on the Eastside that can serve a limited number of low-income people with dental needs, there are still wait lists. If people don't qualify as low-income, it is often difficult for them to arrange payment plans with many dentists.³⁰ Another service that seniors report not being able to afford is eye care because it is not covered by Medicare.

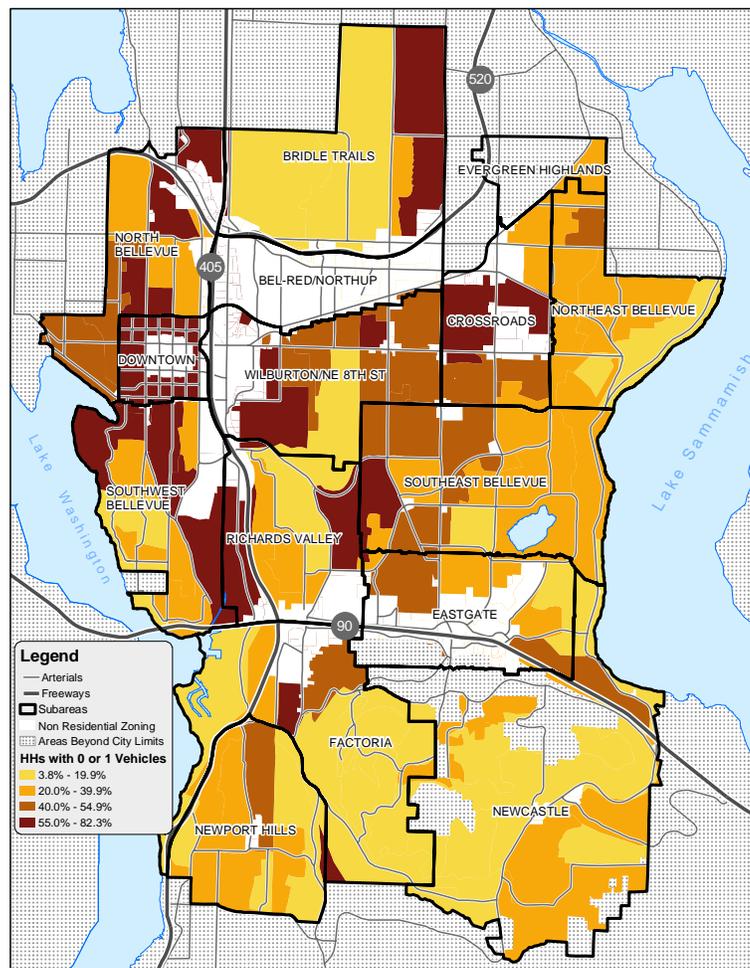
- Studies indicate that health disparities for racial and ethnic minorities are increasing and persist as people age. The two major factors contributing to this issue are health impacts of racism, such as heart disease due to stress, and differential treatment in the health care system, such as a lower quality of health services. In King County, for example, the prevalence of diabetes is highest for African Americans (25.4%) who comprise 5.4% of the total population compared to Caucasians (8.7%) who comprise 75.7%.³¹
- Depression affects 10-20% of individuals age 65 and older. Chronic illness can be one of the main triggers. Because mental health disorders are frequently dismissed by primary care physicians as "normal aging" and not diagnosed properly, it is estimated that only 3% of seniors receive treatment for mental disorders from mental health specialists. Groups among older adults that are most at risk are the very old, women, people of color, and people living alone.³² In Bellevue, the 2000 Census data revealed increased numbers of older adults in all of these risk categories.

Transportation

- Transportation is a critical supportive service and should be part of a complete aging services system. The Seattle/King County Aging and Disability Services 2004-2007 Area Plan on Aging points out that linking older adults with "goods, services and activities in the community will become a greater challenge" as people stop driving due to age and/or disability. Sections of rural and urban King County have limited transit options other than using cars for many residents, especially seniors.³³
- According to the National Highway Traffic Safety Administration (NHTSA), older drivers have fewer fatalities than other age groups, but the fatality rates (fatalities per 100,000 population) tell a different story. Fatality rates increase dramatically for the 71-75 and 81+ age groups. To address this issue, NHTFA encourages those working with seniors to help them obtain an assessment of their driving abilities, outfit their vehicles with assistive devices to increase safety and find alternative means of getting around.³⁴
- Data from the 2000 Census revealed that households headed by a senior in Bellevue are less likely to have a vehicle than are households overall. Thirteen percent of people 65 and older stated they did not have a vehicle, compared to 6% of the rest of the population. This potentially could have an impact on the number of seniors who need other forms of transportation in order to meet their basic needs such as doctor visits and shopping, and for recreation.³⁵

- Some people with disabilities, including seniors, are eligible to use the King County Metro paratransit ACCESS van to get to appointments and activities, but rising costs over the past four years has caused the program to tighten eligibility requirements, leaving some without services. This has put pressure on other organizations using volunteers to transport seniors.

- In 2004, the Senior Services Volunteer Transportation Program provided 381,787 miles and 26,720 one-way trips to King County seniors, both about 3% less than in 2003. In Bellevue, trips in 2003 and 2004 remained roughly the same: 22,000 miles and about 1,600 one-way trips. Staff report that the decrease in King County levels is due to lack of volunteer drivers; each year, they are turning away more



eligible seniors who need rides. Staff have increased their efforts to recruit volunteers but have not been successful. A shortage of volunteers seems to also be a trend among other organizations that provide volunteer transportation.³⁶

- In three separate focus groups conducted with Russian and Latino seniors living in Bellevue, the three top household problems noted were lack of transportation to get to places like the food bank and doctor's appointments, lack of medical and dental care, costs not covered by Medi-

There is very little choice of bus to Seattle or to doctors on 116th or Overlake Hospital. No bus along 100th Ave. NE to Transit Center. Parking lots are full by 8:00 am. There are multiple housing units and no easy bus transportation.

Survey Respondent

care, and high housing costs. Another issue was lack of interpreters and information in their native languages. In a focus group of English-speaking seniors who participate in the Bellevue Square Mall Walkers Program co-sponsored by Overlake Hospital and the City of Bellevue, the three top problems for them were also transportation, dental coverage and housing.³⁷

Section 3: Existing Transportation Resources for Older Adults

The information that follows describes transportation resources for older adults that serve the City of Bellevue.

Fixed Route Services

King County Metro provides a number of fixed routes that serve Bellevue, as well as two DART routes that in certain areas offer flexible routing by reservation. (See Map in Appendix 3). Areas mostly without bus service include: the central residential area south of NE 6th Street and north of SE 26th Street between about 124th and 140th Avenues; neighborhoods adjacent to Lake Washington, residential areas along West Lake Sammamish Parkway, the Bridle Trails neighborhood in north Bellevue, and the residential development south of Newport Way. Also the all day service is limited on Northup Way and Somerset Boulevard-Highland Drive to hourly weekdays from about 6 a.m. to 7 p.m. Residential areas in several parts of east Bellevue do not have bus stops within one fourth mile, or have hilly ravines and unlevel walking paths that makes bus service difficult to reach for older adults.

Metro's Dial-a-Ride Transit (DART) offers variable routing in some areas within King County. By using vans that can go off regular routes to pick up and drop off passengers within a defined service area, DART service may allow riders to arrange for transit service closer to a location. DART does not go door-to-door. It operates on a fixed schedule, but one that has more flexibility than regular Metro Transit buses. The cost for DART service is the same as regular bus rides on Metro and is available to everyone.

Sound Transit's mission is to plan, build and operate regional transit systems and services to improve mobility for Central Puget Sound. The system includes: high-occupancy vehicle (HOV) lane access improvements; ST Express bus routes; Sounder commuter rail; Link light rail and new park-and-ride lots and transit centers. In Bellevue, the ST Express bus routes would be the most likely form of transportation that older adults would use. (See Map in Appendix 3).

On-Demand Paratransit Services

King County Metro's ADA Paratransit Program serves persons age 6 and up. Eligibility is based on whether a person's disability prevents her/him from performing the tasks needed to ride regular bus service some or all of the time. People must apply and be found eligible ahead of time to use this program. Potential applicants must complete a pre-application prior to receiving an application. Applications must be co-signed by a health care professional. The Paratransit Program provides next-day, shared rides on ACCESS Transportation within 3/4 of a mile on either side of non-commuter fixed route bus service during the times and on the days those routes are operating.

Non-Profit Providers

Several non-profit providers offer transportation to older adults in Bellevue. The following is a brief description of those providers.

Catholic Community Services Volunteer Chore Service provides transportation using volunteer drivers for people who cannot transport themselves. Individuals with either a temporary or permanent disability over the age of 18 are eligible for services. The program targets individuals who live in poverty and lack resources for support. In 2005 95% of those served were living at or below 30 percent of the median income, and seventy-two percent were over the age of 60. There is no charge for services. The program also provides transportation resource referral. (425) 284-2240, www.ccsww.org



Senior Services Volunteer Transportation was developed in 1975 to help meet the transportation needs of King County seniors and their families. Over 350 volunteers use their own vehicles to drive seniors to medical and other essential appointments. The volunteers provide a personalized, one-on-one transportation service. They drive seniors to and from appointments, waiting with them until they are ready to return home. Eligibility requirements are as follows: (i) persons 60 years or older; (ii) residents of King County; (iii) persons able to transfer into a private vehicle with minimal assistance; (iv) persons who cannot use other transportation options. There is no charge for Volunteer Transportation services. (260)448-5740, www.seniorservices.org

Senior Services Nutrition Transportation Program staff work with seniors to find the best way to get them to lunch. We coordinate transportation services with many different providers to improve access to the lunch programs. Services include: (i) assistance applying for Metro's ACCESS program (ii) troubleshooting difficulties with any transportation provider; (iii) arranging rides on ACCESS while awaiting ACCESS eligibility certification; and (iv) arranging rides with volunteers driving their own vehicles. There are over 50 Senior Hot Lunch programs throughout the County which serve meals that meet one-third Recommended Daily Allowances.

Senior Services Senior Shuttles offers 16 van programs throughout King County transporting seniors to hot meal programs, medical appointments, senior centers, grocery stores, and other local



destinations. The service provides seniors with an opportunity to socialize with other seniors and stay active within their communities. It gives our van drivers an overwhelming sense of satisfaction and a chance to form many special friendships. There is no charge for rides, but donations are welcome. Senior Shuttles community vans provide rides to local destinations for seniors who live in the following areas: Shoreline - Lake Forest Park; Burien - Highline; Des Moines - Normandy Park; Beacon Hill - Southeast Seattle; and, Snoqualmie Valley. Senior Shuttles collaborate with SeaMar to provide transportation to Latino older adults for lunch at the North Bellevue Community and Senior Center on Mondays and Fridays.

Senior Services Ride Guide, accessed online (www.seniorservices.org/online/trans.starting.asp) or phone (206-448-5740), provides a customized listing of transportation options, from non-profit providers to for profit companies, for older adults.

Section 4: Transportation Needs

Specialized Transportation Needs Survey

Background

As the Collaborative began its planning process, it was clear that they lacked data about the transportation needs of older adults living in Bellevue as well as their transit preferences and habits. To meet help address this gap, the Collaborative developed a mail-in survey, funded through a grant from the United Way East Community Council, and in-kind support including staff hours from Sound Transit, the City of Bellevue, City of Seattle Aging and Disability Services, Hopelink, and Metro. The overall objective of this survey was to measure opinions about transportation needs and to quantify usage of different modes of transportation (e.g. car, bus, taxi).

Methodology

The survey (see Appendix 1) was mailed on June 16 2006 to a sample of 5232 Bellevue households. The sample was selected by taking a percentage of households by Bellevue zip codes from 10,000 purchased mailing labels of households in which at least one person 60 or older resided. Approximately 1700 households responded to the survey, representing 2,499 individuals. Of these, 43.5% were age 60-69; 37.5% were age 70-79, and 18.9% were 80 years and older. Mailings included a self-addressed postage paid envelope. Respondents were given the option of including their names and contact information; about 1000 individuals added this information. In addition, about 100 surveys were completed in Chinese and an additional 50 in Russian. Data is still being analyzed from these surveys.

Key Findings

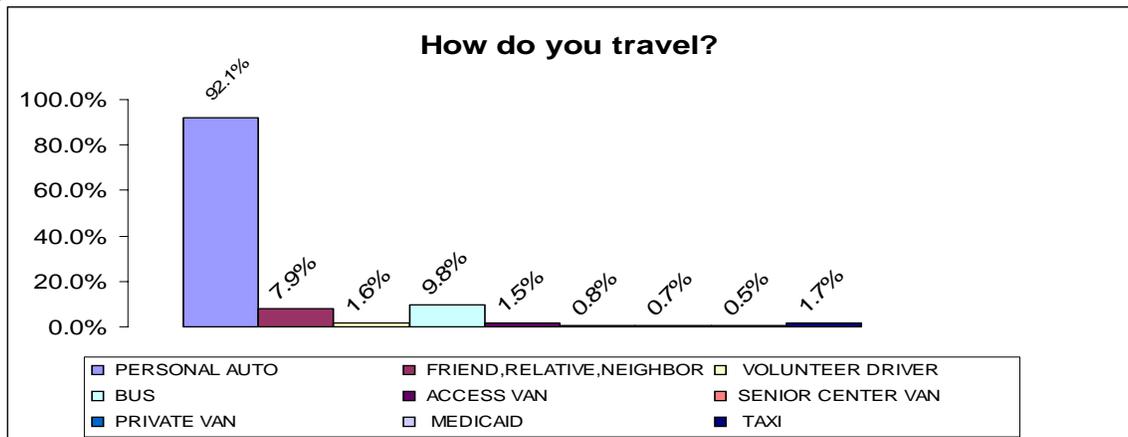
The survey question clustered around three general areas: 1) Questions about which modes of transportation were being used or not; 2) Questions about transportation needs; and 3) Questions about household location, identity and willingness to further discuss their transportation needs.

Modes of Transportation

Respondents were first asked a series of questions about their current modes of travel and attitudes related to using public transportation (in this case, buses).

1. Modes of Transportation: When asked about their primary means of transportation, the overwhelming majority, 92.1%, of respondents noted the use of a personal automobile. Of those without a car, almost the same percentage of individuals depended on friends, relatives, or neighbors for transportation, as did use a bus (7.9% vs 9.8%). Of the 7.9% of respondents not using a personal automobile, close to 60% of these identified medical or physical reasons for not using such, while almost another 20% indicated that they could not afford a vehicle.

Most of our use of vehicles is for shopping and it is difficult to carry the larger items on a bus. Also the time involved in getting to places requiring transfers is an issue.
Survey Respondent

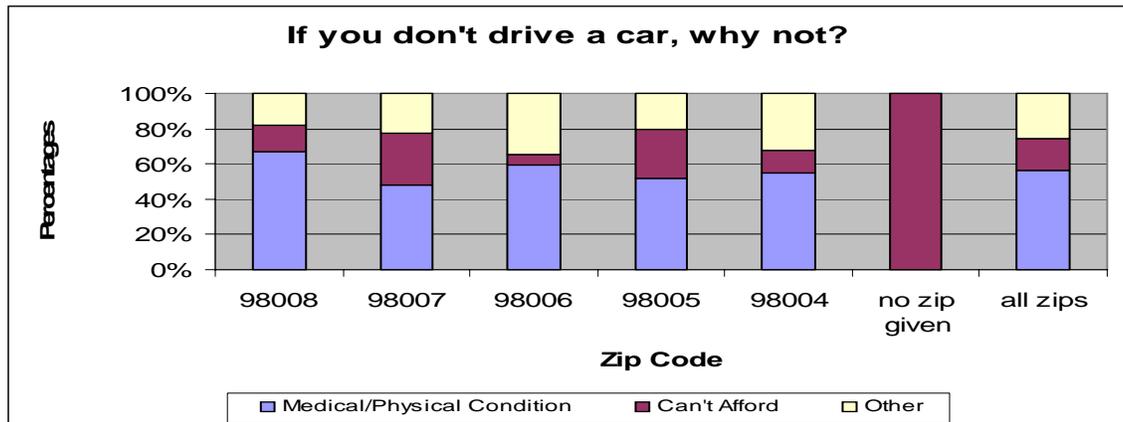


2. Transportation Needs: Destinations, Days, Times: When asked about travel needs, over 25% of respondents noted having difficulty attending medical and dental appointments because of transportation needs; another 20% indicated difficulty traveling to shopping destinations because of transportation needs; another 20% identified transportation needs for social or recreation destinations.

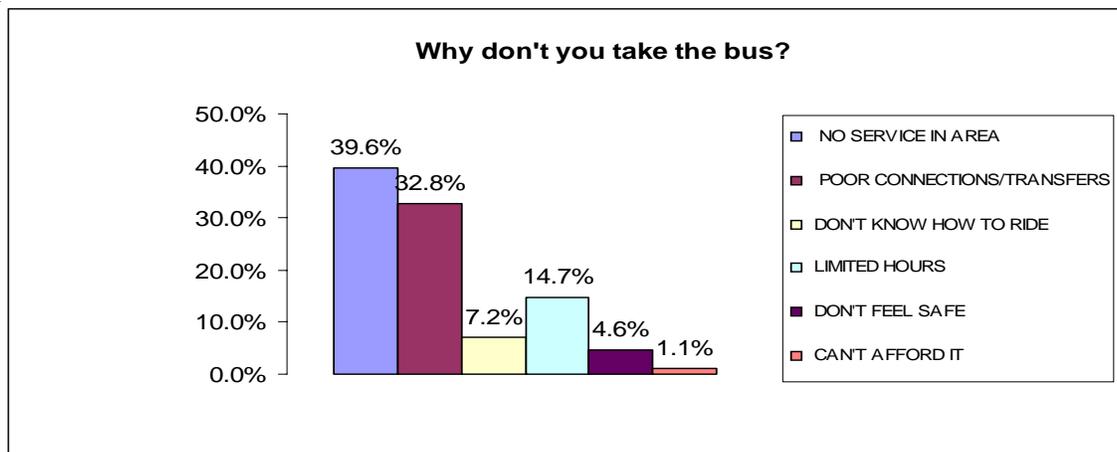
I have stopped driving after dark. As my vision fails I am not sure how safe I will feel on public transportation or with strangers.
Survey Respondent

3. Reasons for not driving a car: We were interested in those respondents who did not drive their own car, and the reasons that prevented them from doing so. The data revealed that the primary reason that almost 60% of the respondents did not drive their own car because of medical/physical limitations. Almost 30% noted "Other" as the

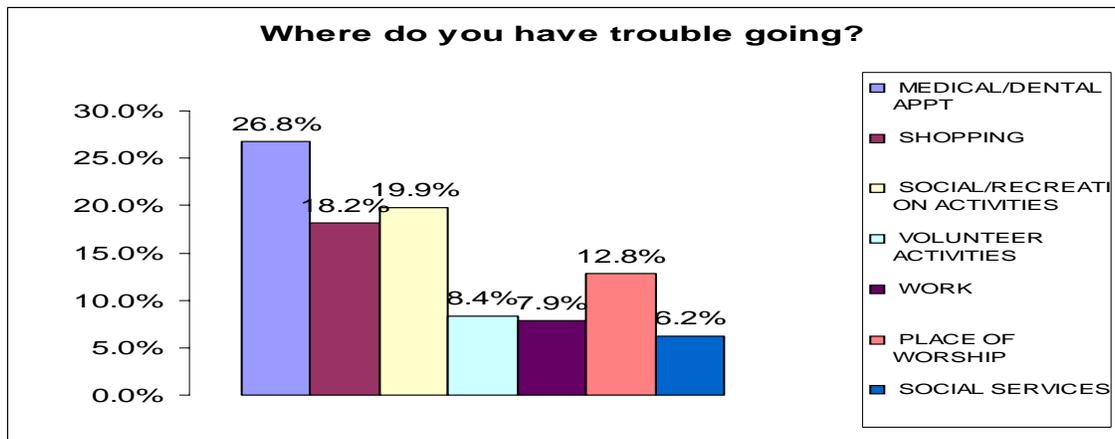
reason they did not drive a car, suggesting that multiple factors may be behind the lack of automobile ownership in this age group.



4. Reasons Public Transit is Not Used: We were interested to find out more about the use of public transportation, specifically buses. Almost 40% of respondents answered that they did not take the bus because there was no service in their area. Almost a third cited poor connections/transfers as the reason. The next most frequently mentioned reason was the limited hours. Relatively few respondents (1%) identified cost of public transit as a reason for not using the service.



5. Destinations: Over a third of all the respondents indicated difficulty reaching specific destinations because of limited transportation. Not surprisingly, over a quarter of these answered that they had trouble getting to medical/dental appointments. Another 20% identified access to social and recreational activities being their most challenging destination, with almost the same number (18%) listing shopping as a difficult destination. The next most difficult destination was 'Place of Worship' at almost 13%.



6. Travel Frequency, Need for More Trips, and Assistance Needed:

- Respondents were asked approximately how many trips they made outside of the home weekly. On average, the responses indicated that they took less than two per day (1-10 per week).
- Results also indicated that over 70% of respondents did not need more trips per week.
- Roughly 20% of respondents identified the need for some type of assistance in using any mode of transportation, whether it was a car or bus. Types of assistance included help with the vehicle, needing an escort, help with loading/unloading packages, door-to-door services, a wheelchair lift/ramp, or space for a wheelchair in the vehicle. The largest need identified, almost one third, was in loading and unloading packages.
- No particular day of the week emerged as being “high volume” in terms of traveling in the survey. Respondents indicated that they traveled less on weekends.
- Respondents indicated that the majority of their travel time is during off-peak hours, which may suggest why in an earlier question a large percentage of respondents did not ride the bus due to lack of service in their area or poor connections.

7. Other Uses for the Survey Data: The Collaborative will continue to analyze and disseminate the survey information as projects are developed. A series of focus groups are being planned to reach older adults who do not speak English as their first language, specifically Spanish and Russian speakers, as well as those who indicated on the survey that they would be willing to be contacted for more information. 800, or close to 50% of responding households to the English Survey, indicated a willingness to participate in focus groups.

Section 5: Promising Approaches to Increase Mobility

Transit agencies wishing to respond to the changing needs and demands of older adults need to look to current sources of inspiration and operational experiences to guide the development of future transportation options for this population. As part of the plan development, the Eastside Easy Rider Collaborative workgroup reviewed “best practices” around the country. (see Appendix 2)

The study gleaned service delivery ideas from transportation providers in other regions of the country. The following represents a synthesis of some of the more innovative public transportation system approaches aimed at assisting older Americans that have potential application in the City of Bellevue and other Eastside cities.

Information Strategies

- **Develop an Older Adult Transportation Options Report for Bellevue Residents** - A customizable electronic template is available to identify the transportation options available to seniors in a typical community. It provides a framework from which to inventory and assess existing transportation options, gaps and needs. Customizable supportive materials are included for providing additional information to the community.³⁸
- **Design and Distribute an Informational Brochure.** A brochure can be designed to easily explain and promote the transportation options available to older adults.. This could include all programs available including bus travel training, volunteer shuttles, fixed routes and DART services. The brochure can be distributed through other existing programs for older adults, as well as on line and in community venues. (Sacramento, CA)

Service Delivery Strategies

- **Develop a Bus Buddy Program.** Bus buddies are trained volunteers matched with older adults or people with disabilities to help them learn how to use fixed route bus service. Such programs break down barriers and builds confidence. The pair ride the bus together then stay in touch for a short period following to answer any additional questions. (Lane Transit District, Eugene Oregon)
- **Create a Dial-A-Ride Program.** Provide a feeder connection between neighborhoods and major arterials to get older adults to fixed bus lines. (Port Authority of Allegheny County, Pittsburgh, PA)

It would be nice if you mailed a transit map of location and stops in our area and a time schedule. I have no idea where the bus goes, stops, and times. At least we could try a trip if it were convenient.

Survey Respondent

Projects in Process

Based on local survey information and learnings from the above “best practices” the Easy Rider Collaborative developed three proposals to help address the transportation access needs of older adults in Bellevue. These proposals were submitted during a request for proposal process overseen by the King County Coordinated Public Transit-Human Services Transportation Plan Steering Committee, described earlier in this report, and Puget Sound Regional Council (PSRC). Proposals accepted during this process will be included in the King County Plan, that was approved in December 2006, and be potentially eligible for funding in 2007. The same proposals were submitted to Sound Transit for funding for a

different but similar grant process. The three proposals are: Bellevue Easy Rider Bus Buddy Program, "Explore Your Transportation Options Brochure", and "Dial-A-Ride" Project. The "Dial-a-Ride" Project was also submitted to PSRC in March 2007 for possible funding with federal New Freedom funds.

Section 6: Financing Options

Federal

The Administration and the U.S. Congress have begun to heed the call for action from advocates and have increased support for enhanced mobility for older Americans.

- **SAFETEA-LU.** On August 10, 2005, President Bush signed the surface transportation reauthorization bill into law. This legislation - entitled the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) - represents the culmination of years of work by industry leaders, the Administration, and Congress. The new highway/public transportation reauthorization legislation, SAFETEA-LU contains requirements for a public transit/human services coordinated plan for three programs: the Program for Older Adults and People with Disabilities (5310) is a capitol program primarily for nonprofit organizations, the Job Access and Reverse Commute Program (5316) providing connections to jobs and employment support services for low-income persons, and the New Freedom Program (5317) providing additional transportation services for persons with disabilities.³⁹ SAFETEA-LU gives new funding and policy emphasis to providing senior citizens and others with transit services that are fully integrated on a regional scale through mobility management programs. The nation's public transportation agencies are directing or supporting implementation of 511 Traveler Information Systems; single points of contact for route, schedule and price information; and wide-ranging awareness programs for seniors to help with travel planning and trip-making within their own regions and in the areas they visit.
- **United We Ride.** The President's 2004 Executive Order on Human Service Transportation Coordination, the formation of the federal Interagency Transportation Coordinating Council on Access and Mobility (CCAM) and the launch of the federal United We Ride campaign are helping to bring the resources of 62 federal programs together and frame local action agendas across the country to enhance and expand the reach of transportation services.
- **U.S. DOT.** In its November 2003 report, *Safe Mobility for a Maturing Society: Challenges and Opportunities*, the U.S. DOT and partners targeted the following strategies, among others, to expand mobility for America's senior citizens:
 - o Better public transportation services that are easier to use
 - o Targeted state and local action plans
 - o Better public information

See Appendix 4 for a comparison of different funding sources from the Federal Transit Administration.

Other possible federal funding sources are identifiable at www.grants.gov - one of 24 Federal cross-agency E-government initiatives designed to improve access to services via the internet. Grants.gov enables grant-making agencies and the grant community to come together to make grants management easier and more efficient for everyone. Led by the U.S. Department of Health and Human Services, in partnership with Federal grant-makers including 26 agencies, 11 commissions and several states, Grants.gov is the one website for information on all Federal grant opportunities.

In King County, the Puget Sound Regional council will be managing the competitive procurement process for the federal New Freedoms and JARC grants. The Washington State Department of Transportation (WSDOT) will be managing the Section 5310, 5311, 516, and 5317 grants through the Consolidated State and Federal Grant process. Both PSRC and WSDOT have indicated that they will only consider projects derived from locally developed plans in these upcoming grant rounds.

Local

Sound Transit will fund projects with regional applications and which included in the Regional Special Needs Transportation Coordination Plan. The funds for these projects could potentially come from Sound Transit's Mobility Initiative Program.

Non-Profits or Foundations

AARP, as well as other advocates for aging Americans, recognizes the path that must be taken. "As one of the ten goals in our Social Impact Agenda, the AARP has made a commitment to ensuring that Americans 50+ are able to sustain mobility as they age." The collaborative will also seek potential funding opportunities from non-profits such as AARP or foundations.

Section 7: Next Steps

The Eastside Easy Rider Collaborative will:

- continue to seek funding for the three Bellevue proposals already submitted to Sound Transit, PSRC, and Washington State Department of Transportation
- continue to broaden collaborations with other Eastside cities and non-profit organizations to replicate, as appropriate, successful projects to other Eastside communities
- continue to stay involved in the planning and coordination efforts going in King County and the Puget Sound Region

Appendix 1

Specialized Transportation Needs Survey

Transportation Needs Questionnaire For Older Adults Living in Bellevue

The City of Bellevue, Hopelink, United Way of King County, Sound Transit, King County Metro and the Seattle-King County Division of Aging & Disability Services are working together to identify ways of improving transportation options for Bellevue residents **age 60 or older**. Please tell us your needs and expectations related to current and potential public transportation services, even if all people in your household presently drive.

Your input is important to us. Please return the questionnaire in the enclosed postage-paid envelope by July 3, 2006. If there is more than one person in your household who is age 60 or older, we invite each of you to provide input. Please respond based on your present circumstances. Thank you!

Before you begin, please tell us if are you answering the survey for someone who is 60 or older.

Yes

No

Household Member
You Other

1. Are you or any other member of your household, 60 or older? (Please each check a box that best describes you.)

- | | | |
|---|--------------------------|--------------------------|
| • 60-69 years of age | <input type="checkbox"/> | <input type="checkbox"/> |
| • 70-79 years of age | <input type="checkbox"/> | <input type="checkbox"/> |
| • More than 80 years of age | <input type="checkbox"/> | <input type="checkbox"/> |
| • Under age 60 and/or a caregiver for a person(s) over age 60 in my house | <input type="checkbox"/> | <input type="checkbox"/> |

2. What is your primary means of transportation? (Please check all that apply.)

- | | | |
|---------------------------------|--------------------------|--------------------------|
| • Personal automobile | <input type="checkbox"/> | <input type="checkbox"/> |
| • Friend, relative, or neighbor | <input type="checkbox"/> | <input type="checkbox"/> |

- Volunteer driver
- Bus
- “Access” van service
- Senior center van
- Private van service
- Medicaid transportation
- Taxi

3. If you don't drive a car, why?

- Can't drive due to a medical/physical condition
- Can't afford a car
- Other _____

4. In an average week, how many vehicle trips do you take? (Please check one that most applies)

- None
- 1-10
- 11-20
- More than 20

5. If you had additional transportation options, how many more trips would you take per week? (Please check one that most applies)

- None
- 1-10
- 11-20
- More than 20

6. What times of the day do you usually travel outside of your home? (Please check all that apply)

- 6 am to 9 am
- 9 am to 12 noon
- 12 noon to 4 pm
- 4 pm to 7 pm
- 7 pm to 6 am

7. What days of the week do you usually travel locally? (Please check all that apply)

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

8. Do you need any of the following kinds of help when you travel locally? (Please check all that apply)

- Assistance getting into and out of a vehicle
- Escort to accompany you
- Help loading and unloading packages
- Door-to-door service
- Wheelchair, lift or ramp
- Space for a fold-up wheelchair

9. Do you have difficulty traveling to any of the following because of transportation problems? (Please check all that apply)

- Medical or dental appointments
- Shopping
- Social activities and recreation
- Volunteer activities
- Work
- Place of worship
- Social services (such as counseling)

10. I don't use the bus regularly because: (Please check all that apply.)

- No service where I am or where I want to go
- Poor connections or transfers
- I don't know how to ride the bus
- Limited hours of operation
- I don't feel safe on the bus
- I can't afford it

12. What is your Zip Code:
9 8 _ _ - _ _ _ _

13. Do you or other members of your household over 60 need a foreign language or sign language interpreter to help arrange transportation?

Yes

No

If yes, what language(s)? _____

14. Do you have any additional comments about any of the questions on the questionnaire or issues not addressed in this survey? If so, please use the space below to tell us about them.

15. May we contact you regarding this questionnaire? Yes ___ No ___

If yes, please note name and address:

Name _____
Address _____
Phone _____
E-mail _____

Thank you for your assistance!

If you have any questions or comments about this questionnaire, please contact Alex O'Reilly, City of Bellevue, 425-452-2824.

Appendix 2

Best Practices Summary

Cape Cod Regional Transportation Authority (CCRTA)⁴¹

- Functioning as a non-operating brokerage agency that executes contracts for service with private providers, CCRTA oversees the operation of a 90-vehicle fleet (two-thirds of which are scheduled in a demand-responsive fashion) that provides service to a 15-town region.
- Services are multimodal and include ferries and intercity buses as well as more common public transit modes. A computer-aided dispatching system, an AVL system, and a smart card and mobile data terminal (MDT) system are among the technologies being implemented. Information available on the web (at www.e-transit.org) indicates the current location and speed of vehicles that operate on fixed routes and lets individuals plan specific trips by specifying origins and destinations.

Fort Worth Transit Authority; Fort Worth, Texas⁴²

- Offers travel training to older persons to train customers to switch from using complementary paratransit to using fixed route service.
- Training focuses on the following: (i) conducting an initial visit with the trainee to establish familiarity and assess personal travel capabilities; (ii) executing a travel training agreement that establishes trainer and trainee responsibilities; (iii) taking the client on a planned trip and conducting training during the trip; (iv) repeating planned trips as required to establish confidence in independent travel; and, (v) conducting telephone follow-up to understand and resolve concerns.

Driving Decisions for Seniors (DDS); Eugene, Oregon⁴³

- Established the Bus Excursion Program in which a senior volunteer who is familiar with the local transit service takes other seniors on “bus excursions” to restaurants or picnic spots within walking distance of bus stops. The bus excursion leader instructs the participants on planning the trip, boarding the bus, making transfers, and enjoying the trip.

Great Falls Transit District; Great Falls, Montana⁴⁴

- Will bring a bus to senior centers and retirement facilities and demonstrate how easy it is for them to ride.
- Will take large groups of seniors on trips with a group leader, helping them to overcome any fears or apprehensions.
- Made their route maps easier to understand, added an indoor transfer station, and made improvements in their bus shelters.
Drivers have received extra training in assisting elderly passengers.

West Austin Caregivers; Austin, Texas⁴⁵

- Established a volunteer driver program to transport seniors to medical appointments, shopping centers, activities, and personal errands. If the client requires assistance, the volunteer will escort the client inside his or her destination and back to the vehicle. The key benefit of this escort-based supplemental transportation programs is that the volunteer driver will wait for the client to finish his or her appointment and will allow the client to make multiple stops.

Charlotte Area Transit System (CATS); Charlotte, North Carolina⁴⁶

- Operates a special route for seniors that picked them up at various locations throughout the city and transported them to grocery stores and other essential destinations once or twice a week.
- Manages a series of initiatives to educate seniors about its bus service, and to demonstrate how easy and convenient public transportation can be. By partnering with local churches, senior centers and community groups, CATS sponsored “demonstration rides” to shopping malls and social events for older residents. “Demonstration rides” are scheduled seven or eight times a year.
- Developed a database of bus stop features that identify elements needing improvement and installed a new trip-planning system to show photographs of stops to riders.
- Through the Elderly General Purchase Transportation Program, the agency and the Department of Social Services funds subsidized vouchers for use on local taxis for older residents who neither live near a bus route nor are eligible for transportation assistance through human service programs.
- Seniors in Charlotte also pay only half fare, are guaranteed reserved seating, and have access to low-floor or “kneeling” buses for easier boarding and exiting.
- Distributes brochures at locations frequented by seniors. The agency also publicizes its “demonstration rides” by issuing regular press releases. CATS’ community partners use their own communications tools to help disseminate information.

Palm Tran; Palm Beach County, Florida⁴⁷

- Conducts “travel training” seminars and presentations at senior clubs, community centers and other senior-related facilities to familiarize older residents with the public transportation system, as well as with route planning.
- Used a 10,000 piece direct mail campaign to reach a large segment of the county’s older population. In addition, 5,000 flyers and 1,000 posters were printed and distributed at facilities, stores and restaurants that serve a large number of seniors. Advertisements and promotional spots appeared in publications and on local television and radio programs geared toward seniors. Ads also were placed on buses and in bus shelters.

Port Authority of Allegheny County; Pittsburgh, Pennsylvania⁴⁸

- Sponsors ACCESS, a door-to-door paratransit service for people with disabilities, qualifying seniors and clients of human service agencies. Small minivans pick up customers at their homes and take them to destinations including fixed route bus stations. There are no trip purpose restrictions and virtually no capacity denials.
- Participates in statewide free ride and shared ride programs funded by the Pennsylvania Lottery. This means that seniors ride free on all fixed route systems at nearly all times simply by showing a Medicare card or senior citizen identification card available through the Port Authority, and receive deep discounts on shared-ride service.
- Provides a local neighborhood-based circulator service that links seniors to their neighborhoods and to bus stops where they can access the fixed route system. In addition, ACCESS has trained drivers to provide more hand-in-hand service for older seniors who may require more assistance getting from the van safely through their door.
- Promotes programs through: brochures, a seniors users’ guide, presentations to senior centers, healthcare and residential facilities, faith-based groups, and through a broad-based network of community agencies.

Lane Transit District (LTD); Eugene, Oregon⁴⁹

- Operates a one-on-one training initiative called the Bus Buddy Program. The program teaches seniors how to ride the bus in a relaxed way by breaking down barriers and building confidence. LTD recruits

regular bus riders to serve as volunteers, known as Bus Buddies, and partners with local senior centers to match individual seniors with these volunteers. Bus Buddies teach seniors about the LTD transit system, as well as how to plan trips and navigate routes. Each Bus Buddy and senior then ride the bus together. Afterward, the pair discusses the trip and the Bus Buddy answers any remaining questions about using public transportation in Eugene.

- Seniors age 62 and older can ride LTD buses free every Tuesday, courtesy of community sponsors. Seniors schedule doctors' appointments, visits with friends, and shopping trips on Tuesdays to take advantage of this offer. This has become an extremely popular program. For individuals age 70 or older, LTD offers a "Pass for Life" card.
- Places ads in publications whose demographics include seniors. The transit system also makes presentations at senior centers and assisted living facilities, participates in health fairs, distributes brochures at locations frequented by seniors, and posts information on its web site. The Bus Buddy program also is promoted as a component of LTD's EZ Access program, an initiative that provides services to seniors and people with disabilities.

CityLink, Greater Peoria Mass Transit District; Peoria, Illinois⁵⁰

- Mailed "free passes" included in a targeted brochure to suburban and rural seniors as an incentive to try the bus system. Discounted fares (50 cents per trip) were promoted as well.
- To publicize its program, CityLink used billboard advertising and primarily relied on direct mail. About 14,000 targeted brochures with "free passes" were mailed directly to suburban and rural residents.

Ann Arbor Transportation Authority (AATA); Ann Arbor, Michigan⁵¹

- Expanded its door-to-door service by offering seniors shared-ride taxi trips within city limits. The great majority of the more than 5,000 seniors who qualify for the service do not require dedicated vehicles with specialized equipment and drivers, making taxi-operated trips less expensive overall
- Offers a "Senior Ride Grocery Trip" service, which has been providing trips since the mid-1980s from 10 housing facilities to five area grocery stores. For some seniors, this is the only chance to get to the grocery store, and it has developed into a social club with as many as 30 seniors taking the "grocery bus," traveling and shopping together.
- Operates a "Travel Training Program," with staff visiting local senior centers, senior housing facilities and senior recreation facilities to educate residents about their programs for older Americans.
- Promotes its seniors' programs in a variety of ways, including community group brochures, travel training guides, a Senior Ride Grocery Trip calendar, and a seniors users' guide.

Paratransit, Inc. (supported by Sacramento Regional Transit [RT] System); Sacramento, California⁵²

- Offers specialized training for seniors and people with disabilities who may have difficulty traveling on Sacramento Regional Transit (RT) buses and light rail vehicles. Training is usually provided in a one-on-one setting, but is also done in small groups for facilities such as senior housing complexes. Training includes familiarization with the RT system, route planning, use of wheelchair lifts and securement devices, landmark identification, bus rules, and safety issues. The agency has six full-time trainers who teach hundreds of individuals each year how to ride the bus and use light rail.
- Reaches out to seniors and people with disabilities by participating in large events, such as community health fairs, as well as presentations on mobility training at senior housing complexes. The core of its outreach is their training staff and materials, including "Explore Your Transportation Options" booklets that are created for each facility where training is offered. In addition, the agency publishes a "Doing the Right Thing" brochure for trainees, as well as consumer brochures, posters, and facts sheets that are distributed at locations frequented by seniors and people with disabilities.

MetroLINK Rock Island; Rock Island, Illinois⁵³

- Transit system staff visit 25 senior high-rise complexes to educate residents about the MetroLINK system, assist with route planning, and sign seniors up on site for reduced fare cards. For a firsthand introduction to riding the bus, bus rules and safety issues, MetroLINK then hosts a “Lunch with Cops” field trip for residents of the senior centers. Accompanied by two local sheriff’s deputies, the seniors ride the fixed route bus to a luncheon at an area restaurant.
- The program has been publicized through the distribution of written materials and presentations during regular visits to senior high-rise complexes, and by other seniors, known as “ambassadors,” who are active in community organizations and volunteer to help organize educational activities. Each senior residential high rise has at least one public transportation “ambassador.”

Broward County; Pembroke Pines and Lauderdale, Florida⁵⁴

- The City of Lauderdale has a service that lets residents call a shuttle to take them anywhere in the city for a small fee. In addition, the city has five free shuttle-bus routes for seniors.

Dallas Area Rapid Transit; Dallas, Texas⁵⁵

- Presentations are made at senior centers, retirement homes, senior citizen health fairs and seminars. Topics covered include how to use fixed route service independently, general safety tips and an introduction to the area’s destinations and attractions.

Lehigh Northampton Transportation Authority; Lehigh Valley, Pennsylvania⁵⁶

- The Commonwealth of Pennsylvania uses part of the proceeds from the State Lottery Program to underwrite “free” transportation for older citizens (age 65 and older). During most of the hours on weekdays, and all day Saturdays and Sundays, seniors ride public transportation free of charge.
- Researching how public transportation could be used to access medical services in a more efficient manner through the coordination of medical appointments and transit resources.

Riverside Transit Agency; Riverside, California⁵⁷

- Manages the Transportation Reimbursement and Information Program, which pays nonprofit transit providers to pick up seniors and reimburses people who volunteer their own cars to drive elderly residents.

Mesa Senior Services; Mesa⁵⁸

- To expand transportation alternatives for older adults in Mesa, Mesa Senior Services implemented a new program called Enabling Transportation (ET) in 2000. Modeled after the TRIP program developed in Riverside, California (see Chapter 11), ET is a mileage reimbursement program that enables older persons in Mesa to choose a volunteer driver to provide them with transportation services and reimburse this driver with funding provided to them by the city of Mesa. Volunteer drivers are recruited directly by the participating resident and may be a neighbor or friend. Travel is reimbursed at a rate of \$0.32 per mile. The city of Mesa pays the participating resident, and the resident pays the driver.

Broward County Transit (BCT), Broward County, Florida⁵⁹

- In exchange for voluntarily giving up their paratransit eligibility, ambulatory and non-ambulatory riders receive a free lifetime bus pass (photo ID card), renewed annually, for the fixed route system. BCT

views paratransit as a “safety net” that is available as mobility needs change. Each Para-Pass participant is allowed to come back to the paratransit system if his or her mobility needs change.

San Luis Obispo County, CA⁶⁰

- The Ride-On TMA is a nonprofit community-based, cooperative organization of local employers and transportation providers. As the Consolidated Transportation Service Agency (CTSA) for San Luis Obispo County, Ride-On provides the vast majority of social service transportation and is the back-up service to ADA paratransit service. By consolidating the vehicles owned by various organizations, Ride-On is able to expand service beyond what each organization is able to provide individually for their clients. Ride-On pays social service agencies to rent their vans at \$.25/mile plus registration and insurance costs; the social service organizations are responsible for making payments on the vehicles.
- As a TMA, Ride-On operates the following services: Vanpool Program –vanpools operate from North County, South County, Los Osos and the Airport/Country Club areas at nearly full capacity. Guaranteed Ride Home Program – Either by itself or accompanied with the vanpool services, the GRH program provides a ride home for anyone registered with Regional Rideshare for \$4. Airport/Amtrak/Greyhound Shuttle – Door to door service from anywhere in San Luis Obispo County. Advance reservations are required. Lunchtime Express – Free transportation for any party of two or more Monday through Friday between the hours of 11 AM and 2 PM to any of the participating Lunchtime Express member restaurants. Medical Shuttle – Transportation to medical appointments anywhere in the county by reservation, with special fares within the town of San Luis Obispo. Trips to all three hospitals cost \$2 per ride. The HOP – A shuttle within the town of San Luis Obispo. Safe Ride Home – Safe trips to anyone within the City of San Luis Obispo between the hours of 9 PM and 3 AM.

Riverside County Partnership to Preserve Independent Living for Seniors and Persons with Disabilities, Riverside, CA⁶¹

- The Transportation Reimbursement and Information Project (TRIP) is a social transportation program that compliments rail, fixed route, and special public transportation services in Riverside County, California by reimbursing volunteers to transport individuals where no transit service exists or when the individual is too frail to use other transportation. The target populations for TRIP are the frail elderly and persons with disabilities. Applicants must be 60 years or older or have a verifiable disability. The program addresses the need for transportation to medical providers and services, as well as transportation to meet other subsistence and quality of life needs.

Greater Twin Cities United Way⁶²

- United Way’s goal is a network of four to five experienced, nonprofit transportation providers that are able to provide needed services throughout the region and are supported by services such as centralized driver training and vehicle maintenance.

DuPage County, Illinois⁶³

- Initiated a subsidized taxi service as a pilot program in 1998. The program resulted from a paratransit coordination study conducted for DuPage County and the Chicago area RTA. The DuPage County Department of Human Services administers the program on behalf of all participating entities. The program is primarily aimed at older adults and people with disabilities, although sponsoring agencies have been able to offer subsidies to many other DuPage residents as well. Participation is available through sponsoring cities, villages, townships and human services agencies.

Appendix 3 Bus Route Maps

King County Metro Transit Routes Serving Bellevue



System Map

SERVICES

-  **ST Express Regional Bus**
-  Everett-Seattle Express
-  Ash Way-Seattle Express
-  Everett-Seattle Express
-  Woodinville-Seattle Express
-  Everett-Bellevue Express
-  Everett-Bellevue Express
-  Lynnwood-Bellevue Express
-  Redmond-University District Express
-  Redmond-Seattle Express
-  Bellevue-Seattle Express
-  Issaquah-Seattle Express
-  Issaquah-Northgate Express
-  Issaquah-U. District-Northgate Express
-  Bellevue-Sea-Tac-West Seattle Express
-  Auburn-Renton-Overlake Express
-  Federal Way-Renton-Overlake Express
-  Lakewood-Sea-Tac Airport Express
-  Federal Way-Seattle Express
-  Tacoma-Bonney Lake Express
-  Lakewood-Auburn Express
-  Tacoma-University District Express
-  Tacoma-Seattle Express
-  Lakewood-Seattle Express
-  DuPont-Lakewood-Seattle Express
-  Lakewood-Seattle Express
-  Gig Harbor-Seattle Express
-  **Sonder Commuter Rail**
-  Everett-Seattle Sonder
-  Tacoma-Seattle Sonder
-  **Link Light rail**
-  Downtown Tacoma Link

MAP KEY

-  Fare Zone Boundary
-  Area outside Sound Transit District
-  Regional Transportation Hub
-  ST Express Regional Bus Stop
-  Sonder Commuter Rail Station
-  Link Light Rail Station
-  Ferry Terminal
-  Seattle-Tacoma International Airport
-  Park & Ride
-  Transfer Point



Appendix 4

Eastside Easy Rider Member Roster

Catherine Brallier	Bellevue Network on Aging c.brallier@isomedia.com
Nan Campbell	United Way of King County East Community Council, Community Volunteer nancampbell@aol.com
Margaret Casey	City of Seattle Aging and Disability Services Planner Margaret.casey@seattle.gov
Gary Dickerman	Bellevue Network on Aging Chair, Transportation Committee garyd@westminister.org
Stephen Joe	United Way of King County East Community Council, Community Volunteer stephenjoe@aol.com
Francois Larrivee	Hopelink Associate Director, Transportation flarrivee@hope-link.org
Franz Loewenherz	City of Bellevue Senior Transportation Planner floewenherz@bellevuewa.com
Michael Miller	Sound Transit Project Manager, Mobility Initiative Program mmiller@soundtransit.org
Lynn Moody	Hopelink Director, Transportation lmoody@hope-link.org
Alex O'Reilly	City of Bellevue Human Services Planner aoreilly@bellevuewa.gov
Bob Sahm	King County Metro Manager, Accessible Services Bob.Sahm@metrokc.org

Appendix 4: Eastside Easy Rider Member Roster (continued)

Cathy Von Wald

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